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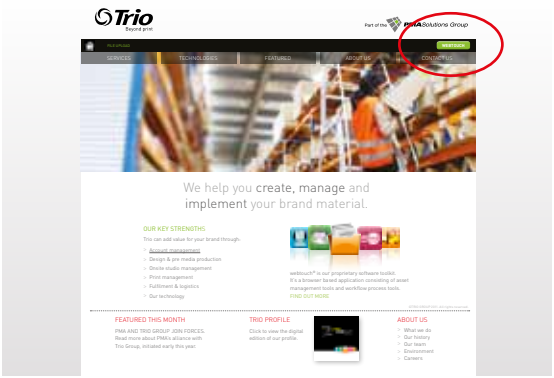
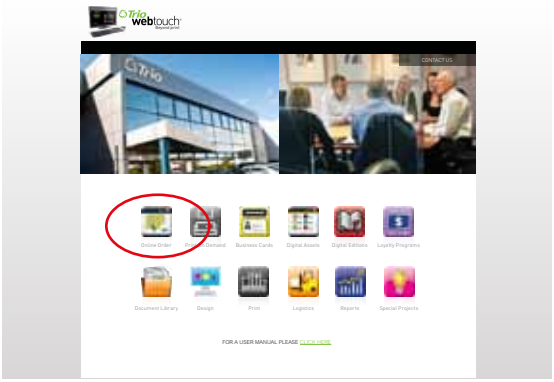
logging in

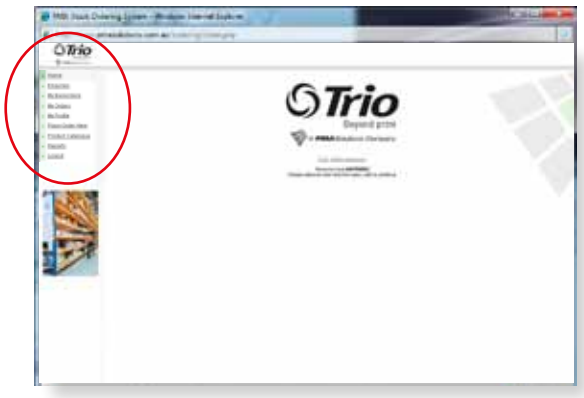
All your products are available via Trio's online ordering system, e-volve. To access this system login in to www.trio.co.nz and select webtouch.

Now select **Online Order** and you will be redirected to the e-volve login screen. Your original Trio username and password will work here, if you have forgotten your login details call us on 0800 Trio Group or email ccsupport@trio.co.nz.

Upon gaining entry, select one of the options from the left hand menu.







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my profile

The first time you enter e-volve you should select **'My Profile'** to check all your details have been recorded correctly. This ensures you will receive the correct notifications.

Selecting Yes to **'Email for Req. Status'** will prompt the system to send you an email each time your order progresses to the next stage, for example; packing slip spooling, currently being picked, despatched. The default setting for this option is set to 'No' due to the number of email updates you may receive.

Selecting Yes to **'Keep Shopping Cart?'** will allow the system to record your orders for future reference.

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placing orders

To order product, select **Online Order**.

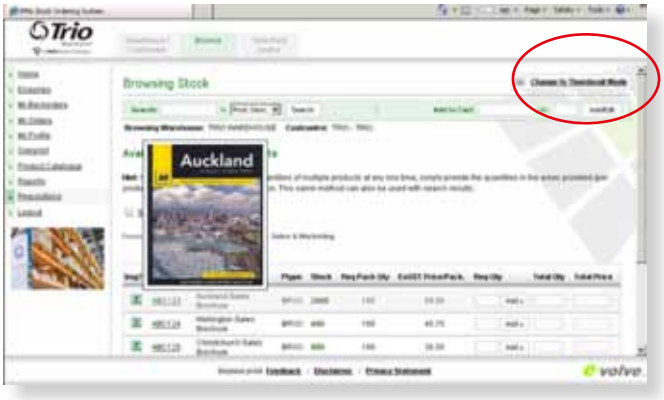
You will now need to select a Costcentre, this is for internal CCA costcentre allocation/reporting. All CCA Customers are loaded into the system, so if you are ordering product for a specific customer search for their customer number, you can still have the items delivered to your branch address. Otherwise you will have to choose your CCA branch, simply search Coca-Cola within the "Description" (you will need to select "Description" from the dropdown box), this will display all CCA branches, select the one you want. Select **Continue**.

placing orders

To display products under each group, click on the group heading.

Details of the product including all product images with basic information for each product appears.

By selecting 'Change to Column Mode' in the top right of the page the view updates. When holding the mouse over the icon in the 'Img?' column an image of the product appears for further clarity.



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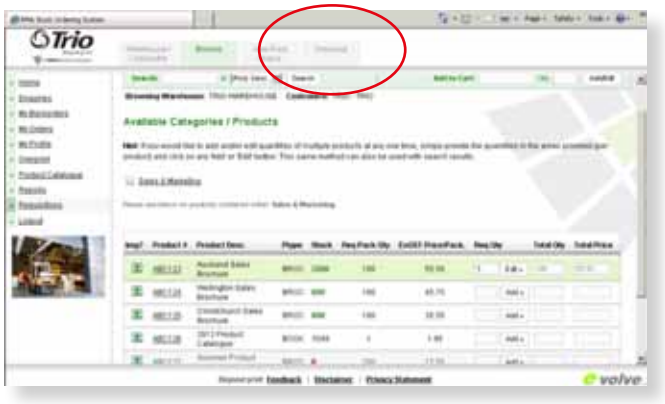
placing orders

Typing the number of packs you wish to order, and selecting Add displays your selected items within the Total Qty fields on the right hand side.



Once you have selected all the products you wish to order, select the **Checkout** tab at the top of the page.

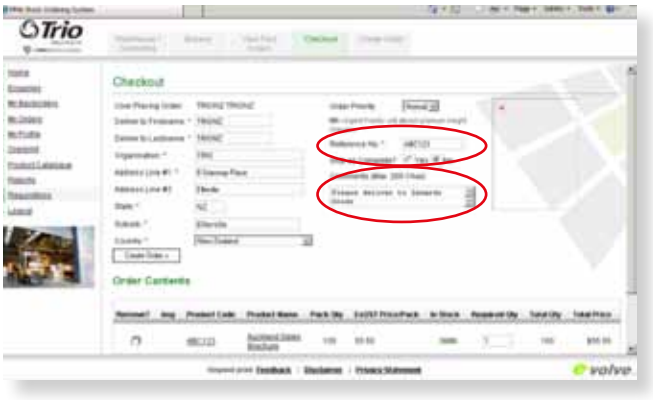
In the Checkout section you must complete your delivery details, and check your order. Your address should be self-populated based on the Cost Centre you selected, but you can change this to your branch or another required address.

You are able to upgrade the priority of your order by selecting 'Urgent'. Please note, this does not result in the products being despatched earlier, but will upgrade the freight service to that of an urgent service. This selection will result in increased freight charges being allocated to this order.

Should you be ordering a number of items, of which you know are not all in stock, selecting Yes for 'Ship as Complete?' will hold the order until all components are available, so the entire order is delivered together. Selecting the default of No will ensure available products are despatched immediately, whilst unavailable items are backordered and sent when received by Trio's warehouse.

placing orders

You have the ability to enter additional comments, instructing Trio when preparing the order, or the freight provider when delivering the order.



This is your last opportunity to check the contents of the order. Should you want to make a change, you can Remove an item by selecting **'Trash'**, or change the quantity by simply typing over your earlier choice. Any changes must be followed by selecting **Edit Cart Contents**.

Once you are happy that your order is complete, select **Create Order**.

If your order requires approval by an authoriser, they will be sent an email requesting they view the order and approve or reject it. If the order does not require approval, selecting Create Order confirms your order and issues it as a picking slip in Trio's warehouse.

You will receive an email as a confirmation your order has been received by Trio. The email will include a PDF attachment of the order that was placed, for your records.

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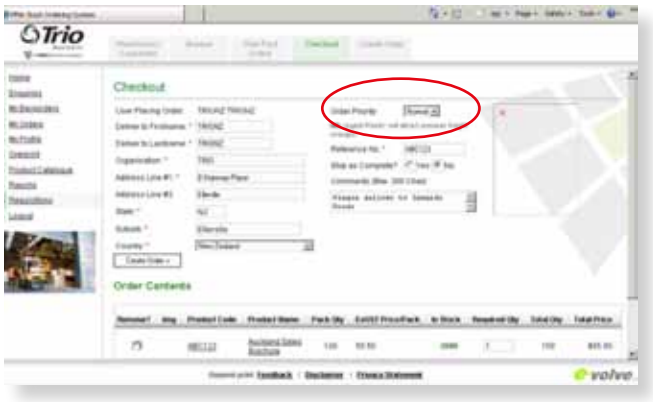
urgent orders

Trio promises to despatch all orders received prior to 12pm on that same day. All orders received after this time will be despatched on or before the following morning.

If your order requires a more urgent delivery, select 'urgent' in the orders Priority as shown.

In the comments section, please advise at what time you require the delivery.



FAQs

Why can't I login?

If you are experiencing technical difficulties, please contact one of our friendly staff on 09 526 2333 who will help determine what the issue may be.

I'm not receiving my order notifications.

If you do not receive notifications that we have received your order or updates as the order progresses and would like to, please contact us on 09 526 2333.

There is a product I need that I cannot see.

If you need to order a product and cannot find it in your electronic listing, contact us on 09 526 2333. They will advise you if the product is unavailable.

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Business Card System

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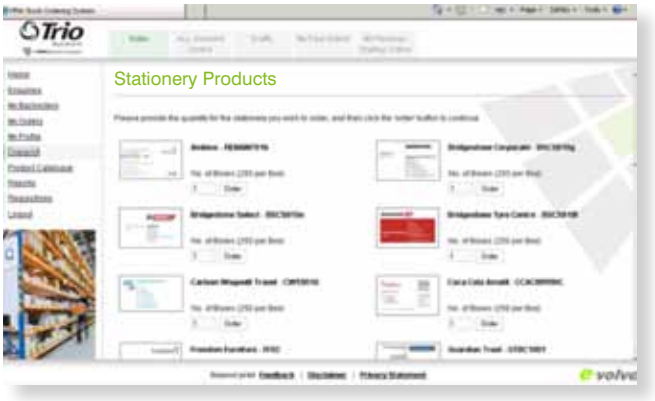
setting up

By selecting **Business Cards** in the left hand menu, you will be presented with a screen displaying your business card templates.

There will be a small thumbnail image of the product, the template name and description, plus unit of measure and quantity contained.

To order from any template, simply enter the quantity you would like to order, in the box provided and select **Order**.



how to

A pop-up screen will appear and you can now enter the details you would like to appear on your business card. All fields marked with an "***** " are mandatory.

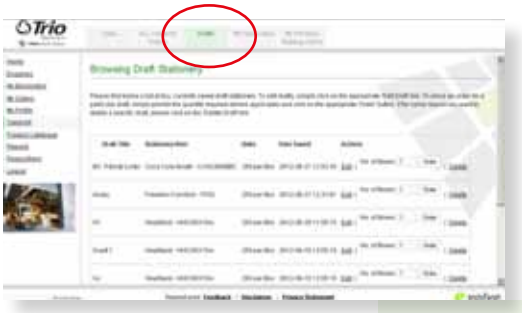
Once completed select **Preview Sample**.

From this screen you can preview a sample of the Business Card. If you would like a PDF copy of this sample select **Click Here to download a PDF version** and you will be able to download a copy. If you notice an error, select **Click here to edit stationery details** to return to the previous page.

If you are happy with the information you have entered you have two options. The first is to save the template you have created as a draft so that you can submit it at a later stage. To do this enter a name for your draft and select **Save Draft**, which is located at the bottom on the page. Your draft will be saved for later use.

Alternatively, you can submit your template by checking ☐ **I have verified that the above information is correct and is ready to print** and selecting **Proceed to Place Order** button.

To find a Saved Draft choose the 'Draft' tab at the top of the page. There you can choose the 'Edit' option to change any details. Then click 'Order' to order this business card.



Order details

Finally, ALL business cards are delivered to The Oasis in Auckland, they are then sent out to you via the internal mail bags, however we do need you to enter the billing information for your cards.
Costcentre – Enter your correct departmental cost centre – choose it from list.
PO Number – Cost of cards are $65 per pkt of 250, we need a PO from you for this amount.
Contact Info – just in case we need to clarify something on your order.

From the main menu at the top of the screen, you have 4 options you can chose from:

- **Drafts**
- **My Past Orders**
- **My Pending / Waiting orders**

The **My Past Orders, My Pending / Waiting Orders** will show orders that you have placed. In this area, you can re-order the exact same cards again without re-entering details. By clicking on the **Drafts** section, you can also use your drafts to re-order cards you have previously saved.

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Contact Details

As a service organisation we place great emphasis on the quality of our customer service.
Should you require any help whilst using the online system, please do not hesitate to contact one of our friendly staff on 0800 TRIO GROUP.